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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application: : Group Art Unit: 3621  
R. F. Gloor et al : Examiner: J. A. Reagan  
Serial No: 09/439,310 : IBM Corporation/Dept. IQ0A/40-3  
Filed: 11/12/1999 : Intellectual Property Law  
Title: BUSINESS METHOD FOR : 1701 North Street  
QUALITY ASSURANCE OF : Endicott, NY 13760  
SERVICES :

ASSOCIATE POWER OF ATTORNEY

Assistant Commissioner For Patents  
Washington, DC 20231

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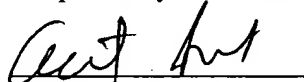
Sir:

Please recognize Jack P. Friedman, Reg. No: 44,688, as an attorney in the prosecution of the above-identified patent application for Letters Patent, with full power; to prosecute said application; to make alterations and amendments therein; to receive all notices, communications and said Letters Patent at the address indicated below; and to transact all business in the U.S. Patent and Trademark Office connected therewith.

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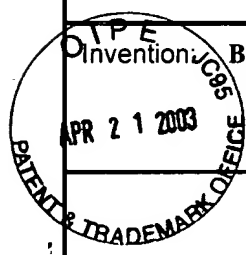
Respectfully submitted,

  
Arthur J. Samodovitz  
Reg. No: 31,297

Docket: END919990079US1

3621

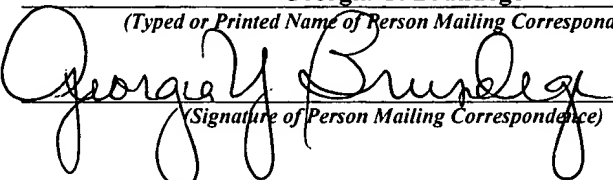
<b>CERTIFICATE OF MAILING BY FIRST CLASS MAIL (37 CFR 1.8)</b> Applicant(s): R. F. Gloor et al			Docket No. END919990079US1	
Serial No. 09/439,310	Filing Date 11/12/99	Examiner J. A. Regan	Group Art Unit 3621	



**BUSINESS METHOD FOR QUALITY ASSURANCE OF SERVICES**

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